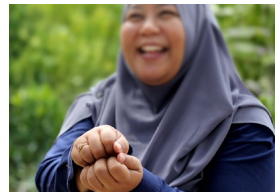


Proposed Regional Center (RC) Performance Measures

August 2, 2022



Focus Area: Early Start
Measure: Child Find and Identification

Desired Outcome: Children who are eligible for Early Start are identified* and enrolled in a timely manner.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<div>1) RC submits a Child Find Plan and will work with DDS to establish a reporting structure that will be used by all RCs to report on measures and the types of outreach/child find activities supported by RC staff or funding</div> <div>2) Number of children identified* in proportion to the total number of 0-2 year-old children in the county, or zip code, reported by language, race and ethnicity.</div>	<div>1) Number of outreach/child find activities supported by RC staff or funding, reported by type of activity.</div> <div>2) Number of children identified* in proportion to the total number of 0-2 year-old children in the county or zip code, reported by language, race and ethnicity</div> <div>Note: RC will update their plan annually</div>		Number of children identified* in proportion to the total number of 0-2 year-old children in the county or zip code, reported by language, race and ethnicity.
Data Source	RC-reported data			
Target Population	All child consumers (ages 0-2) who are identified for Early Start assessment			
Incentive Type	Recognition			
Performance Target and Incentive Methodology	Recognition given to RC that meets criteria in measure description above	Recognition given to RC that meets criteria in measure description above		Recognition given to RC for rate of increase in children identified relative to prior reporting period

*Definitions of specific data elements will be established during implementation process (i.e., specific definition of 45-day time period for IFSP development in Early Intervention in compliance with OSEP).

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Early Start

Measure: Timely Access to Early Start Services

Desired Outcome: Children and families have timely access to Early Start services to minimize the impact of developmental delays.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Rate of Individual Family Service Plan (IFSPs) completed within the federally required 45-day timeframe from receipt of referral.	Rate of IFSP completion within the federally required 45-day timeframe from receipt of referral, stratified by language, race and ethnicity and reported as an average and a range.	1) TBD based on effectiveness and results of prior phase incentives. 2) Percentage of families who report satisfaction with the length of time to completion of the intake process, stratified by language, race and ethnicity.	
Data Source	RC-reported data		1) TBD 2) Individual Satisfaction Survey	
Target Population	All child consumers (ages 0-2) determined eligible for Early Start services			
Incentive Type	Baseline	Pay-For-Performance	TBD	
Performance Target and Incentive Methodology	No incentive; data collection	Flat rate tiered payment for the percentage of IFSPs completed within 31-35 days and 36-40 days* <i>*eligibility for payment determinant on compliance with the federal 45-day standard</i>	TBD based on effectiveness and results of prior phase incentives.	

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Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Employment
Measure: Participation in Competitive Integrated Employment (CIE)

Desired Outcome: People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of consumers who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period stratified by: <ul style="list-style-type: none">• Students enrolled in or attending secondary education• Adults who are no longer enrolled in or attending secondary education	Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives. For example, performance targets for the percentage of consumers who want to work and who participate in CIE may be raised over time or reframed based on improvement relative to the prior performance year. Additional future measures for consideration may include: <ul style="list-style-type: none">• Consumer satisfaction with the support they receive to get and keep their job• Length of time that a consumer remains employed• Training and accreditation attainment for day services and employment providers (e.g., ACRE accreditation)		
Data Source	RC-reported data, NCI data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act who are eligible for CIE			
Incentive Type	Pay-For-Performance			
Performance Target and Incentive Methodology	Incentive payment given to RC for meeting or exceeding a performance target* for the percentage of students and adults who want to work and who participate in CIE and who have been participating in CIE for 30 days or more during the reporting period. <i>*TBD percentage increase over FY 2021-22</i>			

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Employment
Measure: Data Points and Reporting for Competitive Integrated Employment (CIE)

Desired Outcome: People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE	Percentage of RC reporting data points in SANDIS regarding interest in or actively participating in CIE	Increased percentage of consumers showing interest in or actively participating in CIE as reported in SANDIS	
Data Source	None	RC-reported data		
Target Population	All consumers determined eligible for RC services under the Lanterman Act who are eligible for CIE			
Incentive Type	Baseline		Pay-for-Performance	
Performance Target and Incentive Methodology	N/A		Incentive payment based on number of people actively participating in CIE	

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Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Equity and Cultural Competency
Measure: Linguistic Diversity

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language*.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	1) Number of bilingual Service Coordinators (SCs) including intake staff and first line supervisors for each language 2) Language distribution across people receiving RC services	1) Ratio of SCs including intake staff and first line supervisors who are bilingual compared to the preferred spoken language needs of people served by the RC	1) Ratio of SCs including intake staff and first line supervisors who are bilingual compared to the preferred language needs of people served by the RC 2) Number of individuals supported by the RC and families who report their SC communicates with them in their preferred spoken language	Number of individuals supported by the RC and families who report the RC staff communicates with them in their preferred spoken language
Data Source	RC-reported data		1) RC-reported data 2) Individual Satisfaction Survey	Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	1) Pay-for-Reporting 2) Pay-for-Performance	Recognition		
Performance Target and Incentive Methodology	1) Report on the bilingual status of staff 2) Incentive for verifying and updating language in the CDER and ESR for 100% of consumers	Recognition given to RC that meets or exceeds threshold ratio target (TBD) of SCs and staff who are bilingual, compared to the preferred spoken language of people served by the RC	Recognition given to RC that meets or exceeds threshold ratio target (TBD) of bilingual SCs and staff aligned with spoken language of people supported	

*This refers to the individual's preferred conversational language, including augmented communication or adaptive speech and Sign Languages; it does not preclude the legal requirement for written documents to be in the primary language.

Focus Area: Equity and Cultural Competency
Measure: Language Access

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language*.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of requests for translated IPP documents and length of time to complete request	Rate of translated IPP document requests that are completed under the legal standard of 45 days		
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline	Pay-for-performance		
Performance Target and Incentive Methodology	No incentive; data collection	Incentive given to RC for the percentage of translated IPP documents completed within 31-35 days and 36-40 days		

*This refers to the individual's preferred conversational language, including augmented communication or adaptive speech and Sign Languages; it does not preclude the legal requirement for written documents to be in the primary language.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Equity and Cultural Competency
Measure: Service Coordinator Competency in Cultural & Ethnic Diversity

Desired Outcome: All individuals and families supported by Regional Centers experience service coordination that respects their culture.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Percentage of Service Coordinators (SCs) including intake staff and first line supervisors participating in training related to cultural and linguistic competency.	Percentage of SCs including intake staff and first line supervisors demonstrating competency in cultural and linguistic diversity, through participation in and completion of 8 or more training hours in DDS-approved training related to cultural and linguistic competency.	Percentage of SCs including intake staff and first line supervisors demonstrating competency in cultural and linguistic diversity, through participation in and completion of 8 or more training hours in DDS-approved training related to cultural and linguistic competency.	Percentage of families supported by the RC (includes no POS) who agree or strongly agree that their SC including intake staff and first line supervisors respects their family's culture.
Data Source	RC-reported data			Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline	Recognition		TBD
Performance Target and Incentive Methodology	No incentive; data collection	Recognition for increased percentage of staff in each tier category (meets standards, exceeds standards, exceeds by 50% or more, top tier) for demonstrated competency in cultural and ethnic diversity		TBD

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Individual & Family Experience and Satisfaction
 Measure: Consumer/Family Satisfaction with Regional Center Services

Desired Outcome: Individuals served by Regional Centers, including families, are listened to by the RC and are satisfied with services delivered by RC staff.

	Phase 1	Phase 2	Phase 3	Phase 4	Beyond Phase 4
Measure Description	RCs will work with DDS to establish annual feedback from individuals receiving RC services and family members, with eight or more common components agreed upon across all 21 RCs (see next slide)	Number of individuals and families who indicate that they are satisfied with RC services across the eight or more common components defined in Phase 1	Percent improvement* in the number of individuals and families who indicate that they are satisfied with RC services across common components defined in Phase 1 and identified as priorities by the community		
Data Source	None	Individual Satisfaction Survey			
Target Population	All consumers determined eligible for RC services under the Lanterman Act				
Incentive Type	Baseline	Pay-for-Reporting	Pay-For-Performance		
Performance Target and Incentive Methodology	N/A	Incentive payment for public reporting of feedback from individuals and families on RC service satisfaction	Incentive payment for public data reporting of improvement* in <u>at least one area</u> addressed in the common components identified in Phase 1 and identified as priorities by the community		Incentive payment for public data reporting of improvement* in <u>more than one area</u> addressed in the common components identified in Phase 1 and identified as priorities by the community

**RCs performing at levels higher than all others in all eight areas would be eligible for incentive payment based on high performance.*

DDS and Regional Centers will work with stakeholders to prioritize the common components used by all RC's in their feedback instrument. **Page 9**

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Summary of Identified Outcomes of Phases 3 and 4

(may be reported through the Consumer/Family Satisfaction with Regional Center Services measure)

Early Start
1) Percentage of families who report satisfaction with the length of time to complete the intake process stratified by language, race and ethnicity
Employment
2) Percentage of people who have a job who would like to keep their job.
Equity and Cultural Competency
3) Number of individuals supported by the RC and families who report their SC communicates with them in their preferred spoken language
4) Percentage of families supported by the RC (includes no POS) who agree or strongly agree their service coordinator respects their family's culture
Person Centered Services Planning
5) Percentage of people who agree their SC was skilled in developing the person-centered service plan
6) Percentage of people who agree their service plan is person-centered and meets their needs**
7) Percentage of people who are satisfied with the quality of their IPP**
Service Coordination and Regional Center Operations
8) Percentage of families who report they had two or more vendors to choose from
9) Percentage of families and individuals agree their SC had the knowledge needed to meet their needs
10) Percentage of families who report they were treated with respect during the intake process

**DDS will establish methods for assuring families and self-advocates receive support for understanding and identifying effective person-centered planning. DDS will work closely with regional centers in establishing components of person-centered service plan documents and process consistent with federal Home and Community-Based Services (HCBS)

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Person-Centered Services Planning
 Measure: Service Plans Demonstrate Person-Centered Criteria

Desired Outcome: People served by Regional Centers have person-centered service plans.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	RCs commit to the development and use of a consistent person-centered service plan document.	Develop components of a person-centered service plan document and a person-centered planning process that meets federal person-centered service plan standards.	1) Percentage of consumers who agree their service plan is person-centered and meets their needs. 2) Percentage of consumers who are satisfied with the quality of their Individual Program Plan (IPP).	
Data Source	None		Individual Satisfaction Survey	
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline			Pay-For-Performance
Performance Target and Incentive Methodology	N/A			Incentive payment for the percentage of consumers who agree their service plan is person-centered and meets their needs and are satisfied with the quality of their IPP, with increasing incentive based on: 50% or higher agree; 75% or higher agree; 90% or higher agree

Focus Area: Person-Centered Services Planning

Measure: Service Coordinator Facilitation Skills

Desired Outcome: Regional Center Service Coordinators demonstrate person centered planning skills.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training	1) Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and who are qualified to deliver plan facilitation training <i>(Note: RCs must have a minimum of one certified trainer per 100 Service Coordinator (SC) positions)</i> 2) Number of existing and new SCs including intake staff and first line supervisors who have completed training in Person-Centered Plan Facilitation <i>(Note: In Phases 1-2, DDS will develop operational definitions and standards for person-centered plans.)</i>	1) Percentage of new SCs who complete training in Person-Centered Plan Facilitation 2) Percentage of consumers and families who agree their SC was skilled in developing their person-centered service plan	Percentage of consumers and families whose feedback indicates their SC was skilled in developing their person-centered service plan. For example: <ul style="list-style-type: none"> The percentage of people reporting their SC asks what the individual wants in the service plan The SC included in the service plan things that are important to the individual The SC assisted the consumer to chose and invite people to their last service planning meeting Their SC told them how to ask for changes when they want their service plan to be different
Data Source	RC-reported data		1) RC-reported data 2) Individual Satisfaction Survey	Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Pay-for-Reporting	1) Pay-for-Reporting 2) Pay-for-Performance		Pay-For-Performance
Performance Target and Incentive Methodology	Incentive payment for reporting the number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training	1) Incentive payment based on the number of certified Person-Centered Plan Facilitation trainers meeting or exceeding one per 100 SC positions 2) Incentive payment for the reported the number of staff who have completed training in Person-Centered Plan Facilitation		Incentive payment based on the percentage of consumers who agree their SC was skilled in developing the person-centered plan (50% or higher agree; 75% or higher agree; 90% or higher agree) <div>Page 12</div>

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Service Coordination and Regional Center Operations
 Measure: Choice of Services within Regional Centers

Desired Outcome: People served by the Regional Center have choice of service vendors to meet their needs and preferences.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of vendors for each service type within the RC catchment area, reported by zip code			1) Number of vendors and vendor capacity for core services within the RC catchment area, reported by zip code 2) Percentage of families who are served by the RC and report that they are satisfied with the cultural diversity of vendors
Data Source	RC-reported data			1) RC-reported data 2) Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline	Pay-for-Reporting		Pay-For-Performance
Performance Target and Incentive Methodology	No incentive; data collection	Incentive payment for public reporting on the highest utilized services available by vendor	Incentive payment for public reporting on all services available by vendor	1) Incentive payment for RC with two or more vendors for every core service in the catchment area 2) Incentive payment for meeting a performance target (TBD) for the percentage of families who report satisfaction with the cultural diversity of available vendors

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Service Coordination and Regional Center Operations
Measure: Timely Service Authorizations

Desired Outcome: Individuals and families served by Regional Centers receive service authorization in a timely manner.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range.			
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act and have received at least one service during the reporting period			
Incentive Type	Baseline			Pay-For-Performance
Performance Target and Incentive Methodology	No incentive; data collected in Phases 1, 2, and 3 will be used to establish baseline for incentive in Phase 4 and beyond			Incentive payment for meaningful improvement (benchmark threshold TBD) in number of days between service plan meeting and service authorization, reported as an average and range

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Service Coordination and Regional Center Operations

Measure: Service Coordinator Competency

Desired Outcome: Service Coordinators demonstrate the knowledge and skills necessary to successfully meet the needs of individuals and families served by Regional Center.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	1) Develop a set of Service Coordinator (SC) training standards and competencies approved by DDS for use statewide 2) Establish data elements for reporting on number of SCs who completed all requirements within the standards	1) Adoption of the set of SC training standards and competencies approved by DDS for use statewide 2) Number of SCs who completed all requirements within the standards <i>Note: In Phases 2-3, statewide benchmarks will be established for measure description using two years of data.</i>	Percentage of SCs who completed all requirements within the standards	Percentage of families and individuals responding to the individual satisfaction survey who agree their SC had the knowledge needed to meet their needs
Data Source	None	RC-reported data		Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline	Recognition	Pay-for-Performance	
Performance Target and Incentive Methodology	N/A	Recognition given to RC that meets criteria in measure description above	Incentive given to RC exceeding the State's benchmark for the percentage of SCs who completed all requirements within the standards	Incentive given to RC exceeding the State's benchmark for the percentage of families and individuals who are satisfied with their SC's knowledge

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Service Coordination and Regional Center Operations

Measure: Intake Process

Desired Outcome: Individuals and families who apply to the Regional Center for services are treated with respect and Regional Center Intake procedures are equitable.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<p>RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service.</p> <p><i>Note: DDS will collaborate with RCs to develop core elements based on existing RC best practices (e.g., a standardized intake form). RCs are asked to agree to core elements.</i></p>	<p>1) Percentage of families and individuals who report being treated with respect during intake, sorted by those who are and are not eligible through the Lanterman Act.</p> <p>2) Ratio of individuals determined eligible for services through the Lanterman Act compared to the number who apply for RC services, sorted by age category.</p>	<p>1) Percentage of families and individuals who report being treated with respect during intake, sorted by those who are and are not eligible through the Lanterman Act.</p> <p>2) Percentage of individuals who apply for services who are determined eligible through the Lanterman Act, sorted by age category, language, race and ethnicity.</p>	
Data Source	None	<p>1) Individual Satisfaction Survey</p> <p>2) RC-reported data</p>		
Target Population	All consumers who request intake from a Regional Center			
Incentive Type	Baseline	Recognition		
Performance Target and Incentive Methodology	N/A	Recognition of public reporting of intake feedback, sorted by eligibility determination.	Recognition of public reporting of intake feedback, sorted by eligibility determination, age category, language, race and ethnicity.	Recognition for meeting a performance target (TBD) for intake feedback, sorted by eligibility determination, age category, language, race and ethnicity.